Avaya MultiVantage™ Configuration Manager

Release 1.3
Installation and Configuration

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For additional support telephone numbers, go to the Avaya Web site:

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- Within the United States, click *Escalation Lists*, which includes escalation phone numbers within the USA.
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An "outside party" is anyone who is not a corporate employee, agent, subcontractor, or working on your company's behalf. Whereas, a "malicious party" is Anyone, including someone who may be otherwise authorized, who accesses your telecommunications equipment with either malicious or mischievous intent.

Such intrusions may be either to/through synchronous (time-multiplexed and/or circuit-based) or asynchronous (character-, message-, or packet-based) equipment or interfaces for reasons of:

- Utilization (of capabilities special to the accessed equipment)
- Theft (such as, of intellectual property, financial assets, or toll-facility access)
- Eavesdropping (privacy invasions to humans)
- Mischief (troubling, but apparently innocuous, tampering)
- Harm (such as harmful tampering, data loss or alteration, regardless of motive or intent)

Be aware that there may be a risk of unauthorized intrusions associated with your system and/or its networked equipment. Also realize that, if such an intrusion should occur, it could result in a variety of losses to your company, including but not limited to, human/data privacy, intellectual property, material assets, financial resources, labor costs, and/or legal costs).

Responsibility for Your Company's Telecommunications Security
The final responsibility for securing both this system and its networked equipment rests with you – an Avaya customer's system administrator, your telecommunications peers, and your managers. Base the fulfillment of your responsibility on acquired knowledge and resources from a variety of sources including but not limited to:

- Installation documents
- System administration documents
- Security documents
- Hardware-/software-based security tools
- Shared information between you and your peers
- Telecommunications security experts

To prevent intrusions to your telecommunications equipment, you and your peers should carefully program and configure your:

- Avaya provided telecommunications systems and their interfaces
- Avaya provided software applications, as well as their underlying hardware/software platforms and interfaces
- Any other equipment networked to your Avaya products

TCP/IP Facilities
Customers may experience differences in product performance, reliability and security depending upon network configurations/design and topologies, even when the product performs as warranted.

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Preface

Purpose

This book explains how to install and configure Avaya MultiVantage™ Configuration Manager (Configuration Manager), how to test the installation, and how to troubleshoot it.

Prerequisites

Installing and setting up Configuration Manager requires familiarity with network administration, knowledge of the Red Hat implementation of the Linux operating system, and proficiency with Linux administration. This knowledge is not taught in this book but is essential for a successful installation.

For this reason, we highly recommend that workstation or network administrators take the primary role in installation.

Intended Audience

We wrote this book for workstation or network administrators.

Conventions Used in This Book

In this book, we use the following typographical conventions:

- We use bold type for emphasis and for any information that you should type; for example: **save translation**.
- We use Courier font for any information that the computer screen displays; for example: `login`.
- We use arrows to indicate options that you should select on cascading menus; for example: “Select File>Open” means choose the “Open” option from the “File” menu.

Additional Resources

You may find the following additional resources helpful.

For help using Configuration Manager, look in the Configuration Manager online help. It explains how to perform basic administration tasks. To access the online help, start the Configuration Manager client and choose **Help>Help Topics.**

For help with complex administration tasks, see the *Administrator's Guide for Avaya MultiVantage™ Software*, which explains system features and interactions in detail. You can access this document from the VisAbility home page.

Tell Us What You Think!

Let us know how this book measured up to your expectations. Your opinions are crucial to helping us meet your needs! You can send us your comments by mail, fax, or e-mail, as follows:

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E-mail: document@avaya.com

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To view or download the latest version of the Avaya VisAbility Management Suite documentation:

1. Access *http://www.avaya.com/support*.
2. Click **Product Documentation**.
3. Click **System and Network Management**.
4. Locate the heading "Avaya VisAbility Management Suite," and click the link corresponding to the software release.
5. Locate the title of the book, and click the link corresponding to the book.

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1 Resources and Notices

Avaya provides our customers with a variety of planning, consulting, and technical services. The sections below briefly describe the resources and services that are available.

Client executives are your primary contact to obtain information and explore options to meet your specific business needs.

Getting Help with the Installation

If you are located within the United States and you want help installing or setting up Avaya MultiVantage™ Configuration Manager (Configuration Manager), call your Avaya representative.

If you are located outside the United States, call your Avaya representative or distributor. Call at least 4 weeks before the date on which you want to install Configuration Manager.

Avaya Technology and Consulting (ATAC)

ATAC works with client teams to develop detailed solutions for connectivity to MultiVantage™ solutions. The ATAC also designs network configurations to support Configuration Manager.

Avaya Remote Network Integration Services (RNIS)

For this product, RNIS offers customers the following services:

- Verify platform readiness
- Remotely install Configuration Manager
- Configure the network management server for each voice system to be managed by Configuration Manager
- Verify customer acceptance

Avaya Technical Service Organization (TSO)

The TSO provides support for Configuration Manager to client teams, field technicians, and customers. The TSO will bill customers for support on a time and materials basis if the following conditions exist:

- Customers do not have a current maintenance agreement
- Customers do not procure and install the required systems and software as defined in the VisAbility Management Suite Services Support Plan
- Customers request support that is outside the purchase agreement

The TSO does not support hardware or software that customers purchase from third-party vendors.

Avaya Network Management Software Systems Support Group (NMSSS)

The Network Management Software Systems Support (NMSSS) group in Tampa Bay answers customer calls about applications in the VisAbility Management Suite. NMSSS will either answer your questions directly or connect you with an associate who can answer questions about your application.

Avaya Contact Information

You may find the following contact information helpful at various times during the process of installing and setting up this product This information was accurate at the time this book went to press. We update this information with each new release of Configuration Manager.

Customers can access only the resources in Table 1 (not Table 2). To view Avaya web sites, Avaya recommends that you use Internet Explorer.

Table 1. Customer-Accessible Resources

Resource	Contact Information
Avaya Support Centre	http://support.avaya.com/
Network Management Software Systems Support group	1-800-237-0016.
Avaya Technical Services Organization (TSO)	For calls about Avaya Site Administration: 1-800-242-2121 extension 15312.
Remote Network Integration Services (RNIS)	http://www1.avaya.com/enterprise/brochures/svc1369.pdf
Toll Fraud Intervention	1-800-643-2353 prompt 1.

Table 2. Avaya Internal Resources

Resource	Contact Information
Avaya Enterprise Management Support	http://aem-support.dr.avaya.com/
Avaya Technology and Consulting Team (ATAC)	Phone: 1-888-297-4700 Main site (requires a password): http://forum.avaya.com
Remote Network Integration Services (RNIS)	http://associate2.avaya.com/sales_market/products/data-implementation-services/
VisAbility Management Services Support Plan	http://associate2.avaya.com/solution/support_plans/#Enterprise
VMS002 Form	http://associate2.avaya.com/sales_market/products/data-implementation-services/ Then click “Avaya VisAbility™ Management Suite Configuration Request Form #2.”

Third-Party Resources

The table below lists contact information for third-party vendors.

Table 3. Vendor web sites

Vendor	Web Sites
Microsoft	Main site: *http://www.microsoft.com*
Red Hat Linux	Main site: *http://www.redhat.com*

System Security Notices

Customers are solely responsible for the security of their system, network, and access to hardware and software. The sections below define the precautions that all customers should take to maintain the security of their systems.

Network Security

Configuration Manager uses the standard security features on the Red Hat Linux.

Avaya strongly recommends that customers use passwords to prohibit access to their systems and to routinely change those passwords to maintain security.

SECURITY ALERT:

Customers should always change passwords immediately after external vendors have completed installation, maintenance, troubleshooting, or other tasks on their system.

Toll Fraud Security

Although Configuration Manager is generally not at risk for toll fraud, customers are solely responsible for the security of their entire telecommunications system.

Toll Fraud is the unauthorized use of a company's telecommunications system by unauthorized parties. Unauthorized parties are persons other than the company's employees, agents, subcontractors, or persons working on behalf of the company. Toll fraud can result in substantial additional charges for the company's telecommunications services.

The company's system manager is responsible for the security of the company's system, which includes programming and configuring the equipment to prevent unauthorized use.

Avaya Disclaimer

Avaya does not warrant that this product is immune from or will prevent unauthorized use of common-carrier telecommunications services or facilities accessed through or connected to it. Avaya will not be responsible for any charges that result from such unauthorized use.

Toll Fraud Intervention

If customers suspect that they are a victims of toll fraud and need technical assistance, they should refer to the phone number listed for "Toll Fraud Intervention" on page 11.

2 Overview

Avaya MultiVantage™ Configuration Manager (Configuration Manager) is a client-server based MultiVantage software administration application that offers these powerful features:

- enables multiple administrators to administer the same (or separate) MultiVantage solutions at the same time, remotely;
- offers graphical station and system administration screens;
- offers easy-to-use wizards for basic administration tasks;
- lets you cut through (using terminal emulation) to administer other telephony devices.

Installation Checklist

1. **Prepare the Configuration Manager server.**

   a. Purchase computers (if necessary) that meet the hardware and software requirements on page 18.

   b. Install computers (if necessary).

   c. Ensure TCP/IP connectivity between the Configuration Manager server, Configuration Manager client, and MultiVantage solutions. Troubleshoot problems with the LAN/WAN administrator.

2. **Prepare MultiVantage solutions. (page 19)**
3. **Install Configuration Manager. (page 21)**
4. **Set up Configuration Manager. (page 31)**
5. **Test the Installation.**

   Test that a Configuration Manager client can connect to each voice system. Test that clients can (or cannot) access the parts of Configuration Manager that you specified when setting user permissions.

6. **Troubleshoot, if appropriate.**

Upgrade Checklist

Follow this checklist if you are upgrading from an earlier release of Configuration Manager.

1. **Log into your current release of Configuration Manager and back up your data.** See the Configuration Manager online help for instructions.
2. **Install Configuration Manager. (page 21)**
3. **Start Configuration Manager. (page 31)**

   During the installation, your Configuration Manager data will be converted automatically for use with Configuration Manager Release 1.3.

3 System Requirements

Client Requirements

Avaya MultiVantage™ Configuration Manager (Configuration Manager) client workstations should meet the following requirements:

Parameter	Requirement
Operating system	Windows XP Professional or Windows 2000
Other software	Netscape 6.2 (provided), Internet Explorer 6.0, and Java Runtime Environment 1.3.1_02 (provided)
Processor	PII-600 MHz
RAM	256 MB
Available Disk Space	Minimum: 100 MB on the drive that contains the Windows System folder (normally but not always the C: drive)
	Maximum: Up to 1GB (if this computer is running all client applications in the suite)
CD-ROM	Optional
Network Connectivity	TCP/IP
IP Addresses	Static or dynamic (DNS preferred)
Display	SVGA

Server Requirements

Any server that you use to run Configuration Manager server software must meet the following requirements:

Parameter	Recommended
Operating system	Linux 7.3
Processor	1.3 GHz Pentium 3 or Pentium 4
RAM	1 GB
Available Disk Space	40 GB
CD-ROM	Required for installation
Network Connectivity	10/100 network card
Modem	56K required for remote support

Red Hat Recommendations

For Configuration Manager to work, when Red Hat is installed and set up on the Configuration Manager server, specific options on Red Hat must be enabled.

Instructions for setting up Red Hat are available in the Avaya VisAbility Management Suite Implementation Guidelines, which is available from your client executive. The instructions are also available in the Configuring Red Hat Linux document, which is available under the “VisAbility” heading of the System and Network Management area of the Support Centre web site. (see "How to Get This Book (and Others) on the Web" on page 7).

4 Preparing MultiVantage Solutions for Use with Configuration Manager

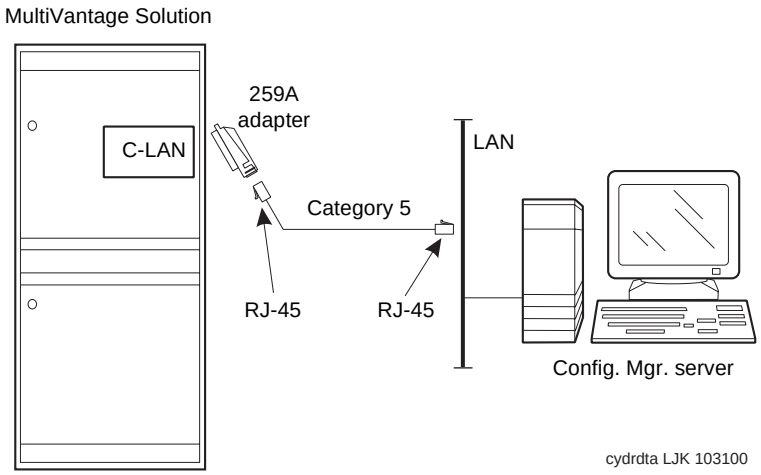
Before you can use Avaya MultiVantage™ Configuration Manager (Configuration Manager), you must complete the following activities for each MultiVantage solution that you want to access using Configuration Manager:

- Connect MultiVantage solutions to the network
- Create a login for Configuration Manager on each MultiVantage Solution.

Connecting servers to the network

To function properly, Configuration Manager must be connected to your MultiVantage solutions via a TCP/IP connection. New Avaya voice systems have TCP/IP connectivity built-in, whereas legacy voice systems require the use of a C-LAN circuit pack. Figure 1 illustrates a TCP/IP connection from the Configuration Manager server to a legacy Avaya voice system via a C-LAN circuit pack.

Figure 1. Connecting via C-LAN circuit pack



Creating a MultiVantage software login

On each MultiVantage Solution that you want to administer using Configuration Manager, you must create a unique login and enable it with super-user privileges. For instructions, see the *Avaya MultiVantage™ Systems Little Instruction Book for Basic Administration*. A copy is available on the VisAbility home page and on the VisAbility software installation CDs.

5 Installing Configuration Manager

Installation Prerequisites

Before you install Avaya MultiVantage™ Configuration Manager (Configuration Manager), be sure that the computers you plan to install it on meet the requirements listed in "System Requirements" on page 17.

Configuration Manager requires a functioning LAN to operate. The instructions in this section assume that your LAN is fully operational and that all Configuration Manager computers can ping each other.

To install Configuration Manager server software, you must have a root login on the Red Hat Linux server. To install the Configuration Manager client shortcut, you must have Windows Administrator privileges.

Giving Avaya Access to Configuration Manager

If your company has a support agreement with Avaya, then you need to install a modem on the Linux server. This enables Avaya service personnel to remotely troubleshoot and correct problems. If you ever need an Avaya service representative to perform remote troubleshooting or maintenance, make sure that you have the modem phone number on hand.

Installing the Configuration Manager Server Software

This section describes how to install the Configuration Manager Server software.

CAUTION:

If you are upgrading from Configuration Manager Release 1.2, log into Configuration Manager and back up the system data before you install Configuration Manager Release 1.3 server software.

To install Configuration Manager server software, you must have a root login on the Red Hat Linux server. Then, complete the following steps:

1. Insert the "Avaya VisAbility Management Suite: Linux Server Installation" CD into the CD-ROM drive.

   The CD browser window appears automatically.

2. Open terminal emulation by clicking the terminal emulation icon in the Red Hat toolbar.

3. In the terminal emulation window, type **cd /mnt/cdrom** and press **Enter.**

4. Type **./vms_setup.bin** and press **Enter.**

   Red Hat displays the installation wizard.

5. At the Welcome page, click **Next.**

6. If you see a message that rpmspec has not already been installed, click “Yes, launch the install routine for rpmspec for me” and click **Next.**

7. If you see a message box that gives you the option to select All or Custom, choose whether to install all products (All) or just a subset (Custom).

   If you choose “All”, go to **Step 9**.

   If you choose “Custom,” go to **Step 8**.

8. In the product installation screen, ensure that MultiVantage Configuration Manager is selected and click **Next.**

   Darkly shaded or depressed buttons are selected. Raised buttons are NOT selected.

9. Review the summary page, and do one of the following:

   — If the information is accurate, click **Next.**

   — If the information is inaccurate, click **Back** to correct the error.

10. Read the Sun license agreement, click **Accept** if you accept it, and click **Next.**

11. Read the Apache license agreement, click **Accept** if you accept it, and click **Next.**

12. Read the Configuration Manager license agreement, click **Accept** if you accept it, and click **Next.**

    The installation wizard displays the message, "Installing System Management Linux Server. Please wait." Subsequently, the installer displays the message, "Creating uninstaller." Finally, it displays the message, "The InstallShield Wizard has successfully installed System Management Linux Server. Click Finish to exit the wizard."

13. Click **Finish.**

    The wizard closes.

14. In the terminal emulation window, type **reboot** and press **Enter.**

    This ensures that the Tomcat web server shuts down and restarts properly. Wait while the system reboots. After the system has rebooted, it displays the Red Hat login dialog box.

Installing Configuration Manager Client Software

To install Configuration Manager clients, you must use a Windows login that has Administrator privileges. Save yourself time by ensuring that you have adequate hard disk space to install this product (see page 17). Then, complete the following sections.

Starting the Installation

1. Shut down all applications running on the PC.
2. Insert the CD, "Avaya VisAbility Management Suite: Windows Client Installation" into the CD-ROM drive.

   Wait a moment for the CD browser window to appear automatically.
3. Click **Install VisAbility Client Products**.

   The installation program prepares the installation wizard and displays the Welcome page.
4. At the Welcome page, click **Next.**

   The installation program displays a list of the applications and shortcuts that you can install. By default, the option for Required Components is checked.
5. Select **Shortcut for MultiVantage Configuration Manager,** along with any other programs or shortcuts you want to install.
6. Verify that you have enough available hard disk space on your PC to install the shortcut(s).

   a. If you don't, click **Cancel** to exit the installation program.

      Restart the installation at **Step 1** when you have made adequate hard disk space available.

   b. If you do, click **Next.**

      The installation program displays the summary page.
7. Check the summary page and do one of the following:

   a. If it contains errors, click **Back** to correct the errors.

b. If it is accurate, click **Finish.**

A note advises you that if an installation wizard asks you if you want to reboot, you should NOT reboot until the final installation wizard (in your situation) has run. Click **OK.**

Depending on which options you selected in **Step 5**, the master installation wizard launches one or more of the following installation wizards, in the following order:

—Netscape installation wizard

—Java Runtime Environment (only if you select a shortcut, Directory Enabled Management, or VAL Manager)

—Required components installation wizard

—Avaya Site Administration installation wizard

—Avaya Terminal Emulation installation wizard

—VAL Manager installation wizard

—VoIP Monitor installation wizard

—System Management Client Shortcuts installation wizard.

—Adobe installation wizard

This book explains only the screens that appear if you select the Configuration Manager shortcut option. If you select additional options, you may see other screens in between the ones described below.

Installing the Java Runtime Environment

First, The Java Runtime Environment installation wizard runs.

1. Read the terms and conditions of the Sun license agreement, and do one of the following:

   a. If you agree to the terms and conditions, click **Yes.**

   The installation wizard displays any Release Notes.

   b. If you do not agree to the terms and conditions, click **Cancel.**

   This will terminate the installation wizard for this application. The installation program will display the wizard for the next application that you selected (if any) in **Step 5 on page 24**. In that event, **refer to the installation documentation for that application and skip the rest of this procedure.**

2. Specify the location where you want to install the JRE and click **Next.**

   To change the location, click **Browse** and navigate to where you want to install the JRE.

3. Specify the browser(s) that you want this JRE plug-in to work with and click Next.

   The installation wizard copies the necessary files to your computer, then displays a message and exits when the installation is complete.

   Then, the Required Components installation wizard runs.

Installing the Required Components

When you install the Required Components, the installation program is setting up the necessary files so that you can launch VisAbility Management Suite applications from the VisAbility home page.

1. At the Welcome screen, click **Next.**

2. Specify the location where you want to install the Required Components and click **Next.**

   To change the location, click **Browse** and navigate to where you want to install the Required Components.

3. Enter the IP address, computer name, or fully-qualified domain name (FQDN) of the VisAbility Network Management Server.

   The VisAbility Network Management Server is either a Windows server or a Linux server. It is the location where this client PC will look for the VisAbility home page. If you have installed (or plan to install) both the Windows server and the Linux server, enter the Windows server information here. If you have installed (or plan to install) only the Linux server, then enter the Linux server information here.

   You can type IP address, the computer name, or the FQDN. The FQDN is the host name followed by the IP domain name. For example: `dnapc1.department.company.com`.

4. Check the summary page and do one of the following:

   a. If it contains errors, click **Back** to correct the errors.

   b. If it is accurate, click **Next.**

      The installation wizard displays a message that the installation of Required Components is complete.

5. Click **Finish.**

Finishing the Installation

After the final wizard runs, a message appears indicating that the installation is complete and that you can now reboot your computer if any of the installation wizards indicated that this was necessary. To finish the installation, complete the following steps:

1. On the CD Browser screen, click **Exit.**
2. Remove the CD from the CD-ROM drive.
3. Reboot (if appropriate).

Repeat this process, starting at "Starting the Installation" on page 24, on all other Windows computers that you want to serve as Configuration Manager clients.

Uninstalling Configuration Manager

This section explains how to remove Configuration Manager. This procedure contains only the basic steps. For more information on the Linux package uninstall, refer to the Linux system documentation.

CAUTION: **To preserve current data, back up data to a file or archive device.**

Procedure

You must be the **root** user to remove Configuration Manager. The remove script prompts you to back up the database to a file or an archive device.

1. Close all windows and applications.
2. Log off the network server.
3. **Optional**. If you are backing up the database before you remove Configuration Manager, connect the archive device.
4. At the login prompt, type **root** and press **ENTER.**
5. At the password prompt, type the root password and press **ENTER**
6. Open a terminal window
7. Type **cd/ usr/local/avaya/uninstall** and press **ENTER.**

   Doing so sets up the Configuration Manager environment.
8. Type **. /uninstaller.bin** and press **ENTER.**

   The installation wizard appears followed by the Welcome screen.
9. Select the application to be removed
10. Click **NEXT** and follow the wizard prompts.

Returning to Configuration Manager Release 1.2

This section describes how to return to Configuration Manager Release 1.2 after you upgraded to Configuration Manager Release 1.3. Only perform the procedures in this section if you want to install Configuration Manager Release 1.2 after you performed one of the following actions:

- upgraded to Configuration Manager Release 1.3
- started to the upgrade to Configuration Manager Release 1.3 and then exited the installation before it was complete.

To return to Configuration Manager Release 1.2:

1. Uninstall Configuration Manager Release 1.3. See "Uninstalling Configuration Manager" on page 28.
2. Delete the directory /usr/local/avaya/mcm.
3. Install Configuration Manager Release 1.2. See the instructions in *Avaya MultiVantage™ Configuration Manager Release 1.2 Installation and Configuration*, Issue 3, November 2002.
4. Log into Configuration Manager. See "Starting Configuration Manager" on page 32.
5. Configure the server. "Setting Up the Configuration Manager Server" on page 33.
6. Restore the Configuration Manager Release 1.2 back up you created before you installed Configuration Manager Release 1.3. See the Configuration Manager online help for information on how to perform a restore.

6 Setting Up Configuration Manager

To set up Avaya MultiVantage™ Configuration Manager (Configuration Manager), you will complete the following basic activities, which are described in more detail in this chapter:

1. Start Configuration Manager. (page 32)
2. Set up the Configuration Manager server. (page 33)
3. Add voice systems. (page 34)
4. Add messaging systems. (page 36)
5. Change the administrative password. (page 37)
6. Add users and specify permissions. (page 38)
7. Start the queue. (page 39)
8. Initialize voice systems. (page 39)

Starting Configuration Manager

1. Go to an Configuration Manager client PC and choose **Start>Programs>Avaya>MultiVantage Configuration Manager.**

   The above step assumes that you installed Configuration Manager in the default location. If you installed it elsewhere, navigate to that location to start Configuration Manager.

*** Note:** If you are upgrading from an earlier release of Configuration Manager, it may take up to 30 minutes after the installing the new software before you can use Configuration Manager (depending on the number of voice systems that are configured). This is a one-time occurrence.

2. At the Login dialog box, enter your Login ID, your password, and click **Login.**

   The first time you start Configuration Manager, enter the administrative Login ID **admin** and the default password.

   If you upgraded from an earlier release of Configuration Manager, enter your Login ID and password. The upgrade is now complete.

Setting Up the Configuration Manager Server

The first time you log into Configuration Manager, it will automatically display the Configuration Manager Server configuration wizard. To set up the Configuration Manager server, complete the following steps:

1. At the Welcome page, click **Next.**
2. Enter the name for this server that you want to appear in Configuration Manager screens.
3. (Optional) Complete any other fields on this screen.
4. Click **Next.**
5. Enter the IP Address of the Configuration Manager server.

   (Optional) You can click the **Ping** buttons next to any of these addresses to check connectivity to those servers. After clicking Ping, click **OK** to close the response window.
6. (Optional) Enter the Gateway IP addresses.
7. (Optional) Specify the number of minutes after which inactive Configuration Manager users should automatically be disconnected from the server.
8. Click **Next.**

   Configuration Manager displays the Summary page.
9. If the information presented is accurate, click **Finish.**

   If it is not accurate, click **Back** to correct the error. If you click **Finish,** then Configuration Manager displays the Voice System Table, which you will use to add voice systems, as explained in the next section.

Adding Voice Systems

1. With the Voice System table displayed, click **Add.**

   Configuration Manager displays the Welcome page of the Add Voice System Configuration wizard.

2. At the Welcome page, click **Next.**

   Configuration Manager displays the Company Information page and fills in some of the fields using information that you entered when you configured Configuration Manager server.

3. (Optional) Enter any supplemental company information.

4. Click **Next.**

5. Complete the fields as follows and click **Next.**

Field Name	Description
Name	Enter the name of the voice system that you want to appear in Configuration Manager screens. What you enter here does not affect the voice system.
IP Address	Enter the IP address associated with the voice system.
Port	Enter the voice system administration IP port number that Configuration Manager should use to communicate with this voice system.
Group/Region	If your company uses any type of regional code or designation, enter it here.
System Type	Enter the type of voice system this is (for example, DEFINITY R).
System Version	Enter the release number of the MultiVantage software that is running on this voice system.
Administrative Login	Enter the Super User login ID that Configuration Manager should use to access this voice system.
Password	Enter the password associated with this login ID. This is not applicable if you selected Access Security Gateway.

Field Name	Description
Secret Key	Enter the Access Security Gateway Key associated with this login ID. This is not applicable if you are not using ASG.
Function Location Number	If your company uses any type of location code, enter it here.

6. Verify the information that you entered.

   If it is accurate, click **Finish.** If it is not, click **Back** to fix the error. If you click Finish, Configuration Manager displays the message "Congratulations!" and prompts you to start the queue and initialize the system now.

7. Click **Yes.**

   Configuration Manager displays the Voice Systems table again.

8. Repeat Steps 1 through 7 for any other voice systems you want to add.

9. When finished, click **Done.**

   The first time you click Done, the Configuration Manager client closes. Restart the client. Subsequently, when you click Cancel on this screen, it simply clears the right side of the screen.

Adding Messaging Systems

1. Click Messaging System Configuration.

   Configuration Manager displays the Messaging Systems Registered in MCM screen.

2. Click **Add.**

   Configuration Manager displays the Add Messaging System Configuration screen.

3. Complete the fields as follows and click **OK.**

Field Name	Description
Name	Enter the name of the messaging system that you want to appear in Configuration Manager screens. What you enter here does not affect the messaging system.
IP Address	Enter the IP address associated with the messaging system.
Port	Enter the voice system administration IP port number that Configuration Manager should use to communicate with this messaging system.
Login Name	Enter the login ID that Configuration Manager should use to access this system.
Password	Enter the password associated with this login ID.
Reenter Password	Renter the password associated with this login ID.
System Password	This is a second password that exists on some messaging systems. If your messaging system has a system password, enter it here.
Reenter Password	Reenter the system password.
Total Channels	Select the maximum number of simultaneous connections between the Configuration Manager server and the messaging system.
Dedicated Channels	Select the number of channels that are permanent connections (that is, always connected) between the Configuration Manager server and the messaging system.

4. Click **OK.**

   Configuration Manager displays the Messaging Systems Registered in MCM screen again.

5. Repeat Steps 2 through 4 for any other messaging systems you want to add.

6. When finished, click **Done.**

Changing the Administrative Password

So that anyone reading this manual cannot log in to your copy of Configuration Manager as an administrator, it is highly advisable to change the administrative password very shortly after logging into Configuration Manager for the first time.

To change the administrative password, complete the following steps:

1. With the MCM Manager tab displayed, click **User Configuration.**

   Configuration Manager displays the Configuration Manager User table.

2. Highlight the row associated with the Login ID `admin` and click **Update User.**

   Configuration Manager displays the Update User dialog box.

3. Click **Change** next to the Password label.

   Configuration Manager displays the Change Password dialog box.

4. Enter the new password twice and click **Change.**

   Remember to note the new password and save it in a secure location.

Adding Users

To add users, complete the following steps:

1. From the MCM Manager tab, click **MCM User Configuration.**
2. With the **Configuration Manager Users** tab on top, click **Add User.**
3. Complete the Add User screen.
4. Click **Add.**
5. Click the **Users on Switches** tab.
6. Click **Add User.**
7. Complete the fields on this page as follows, and click **Add.**
   a. Select the user's ID from the drop-down list.
   b. Enter the user's name, company name, title, and phone number (the required fields).
   c. From the list on the right, select the voice system(s) that you want this user to be able to access using Configuration Manager.

      Shift-Click to select multiple contiguous voice systems.
   d. Place a check mark in each check box corresponding to the access permissions you want this user to have on the voice system(s) that you selected in the previous step.
   e. (Optional) Complete the non-required fields.
8. Repeat this process. for each user you want to add.

Starting the Queue

You must start the queue running before you can use Configuration Manager to access or make changes to that voice system. To start the queue, complete the following steps:

1. From the main screen, click the **MCM Manager** tab, if it is not already displayed.
2. Click **System Resources.**
3. Click **Start Queue.**
4. Click **OK.**

Initializing Voice Systems

You must initialize each voice system that you want to use with Configuration Manager, before you use Configuration Manager to access or make changes to that system. To initialize a voice system in Configuration Manager, complete the following steps:

1. From the main screen, click the **MCM Manager** tab, if it is not already displayed.
2. Click **System Resources.**
3. Click **Initialize System.**
4. Click **OK.**

Glossary and Abbreviations

A

ATAC
See “Avaya Technology and Consulting (ATAC)” on page 9.

M

MultiVantage software
The call processing software that runs on MultiVantage solutions. Formerly known as DEFINITY software.

MultiVantage solution
Any of the products that run MultiVantage software. Formerly known as DEFINITY system, DEFINITY ECS, switch, PBX, or voice system.

N

Network Management Server
This is the Windows box that you can install Windows-based VisAbility Management applications on.

Network Management System
A system that lets you monitor the health and status of devices on your data network. For example, HP OpenView.

R

RNIS
See “Avaya Remote Network Integration Services (RNIS)” on page 9.

S

System Management Server
This is the Linux box that you install Configuration Manager on.

T

TSO
See “Avaya Technical Service Organization (TSO)” on page 10.

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